Appendix 3
Definitions

For

Information Management and Communications Services (IMCS)

45th Space Wing (45 SW) – The Air Force's 45 SW is the DoD executive agent and single manager of Range facilities at Cape Canaveral Air Force Station, Patrick Air Force Base, and downrange stations. The 45 SW's mission is to develop, operate and manage Eastern Range facilities and, as host agency, provide support services to all launch/user activities.

Acceptance Testing – The testing of a system, subsystem, assembly or subassembly in an operating environment, to ensure that the performance of the aggregate is not compromised by the integration of the newly developed or modified asset.

Accreditation – The official management decision given by a senior agency official to authorize operation of an information system and to explicitly accept the risk to agency operations (including mission, functions, image, or reputation), agency assets, or individuals, based on the implementation of an agreed-upon set of criteria.

Availability – The percentage of a scheduled service delivered to the user. Availability is measured as: 100 ∗ (number of scheduled service time in a reporting period – the time the scheduled service was not provided during a reporting period) / (number of scheduled minutes in a reporting period). This equals the percentage of scheduled service delivered to the user during a reporting period.

Cape Canaveral Air Force Station (CCAFS) – The geographic area of the Station encompasses approximately 24.7 square miles (15,804 acres) and is located on the Atlantic Coast between Port Canaveral, Florida and the National Aeronautics and Space Administration (NASA), Kennedy Space Center (KSC). It includes Air Force, NASA, NOTU, and other tenants/customers.

Certification – The process of determining and attesting to a required level of value, performance and readiness.

Charging Rule Set – Instructions and guidelines for the contractor to help in assigning the correct customer fund source to the work being performed.

Commercial Off the Shelf (COTS) Software – Software that is commercially available and maintained by a vendor. Custom software maintained by the Government or the contractor is not COTS software.

Configuration Control – The discipline of processing changes to the configuration baseline to ensure that the changes are adequately described, assessed, approved by a proper authority, and closed upon verification of implementation.

Configuration Control Board (CCB) – A functional body whose chairperson is solely responsible for the approval or disapproval of configuration changes within the limits of the Board's authority.

Configuration Management Data System (CMDS) – A KSC centralized computer data system for maintaining the design configuration identification and change tracking for ground support facilities, systems, and equipment end-items.

Contracting Officer (CO) – The individual appointed by the contracting activity for procuring and/or administering a contract. The CO is the only person authorized to direct contractor performance, execute amendments to the contract, and contractually obligate the Government.

Contracting Officer Technical Representative (COTR) – A Government official who has been appointed by the Contracting Officer (CO) who has the responsibility in managing the technical aspects of the contract and monitor the contractor's technical performance and delivery of the final products and/or services. Pursuant to NFS 1842.270, the COTR is not authorized to initiate procurement actions or in any way that cause a change to the contract or increase the Government's financial obligations. The CO is the only Government official authorized to direct contractor performance, execute modifications to the contract, and contractually obligate the Government.

Contract Specialist – The individual within the contracting office, who performs the day-to-day administration of the contract. The contract specialist may also be the CO.

Coordination – This definition contains typical functions associated with the interaction with the internal and external service providers, other contractors, and the customer as necessary to meet customer service requirements. These functions include:

a) Supporting the development of customer requirements.

b) Providing service status.

c) Obtaining customer feedback.

d) Providing consultation for reporting and resolving service problems.

e) Operations coordination (e.g., airspace interference, radio-frequency interference).

f) Interagency coordination.

Contractor – The term "contractor" as used herein refers to both the prime contractor and any subcontractors. The prime contractor has a contract with the Government directly. The prime shall ensure that subcontractors comply with the provision of this contract.

Corrective Action – Action taken to correct or prevent the recurrence of a nonconformance.

Countdown (Range Users) – The detailed Range User countdown is prepared by the Range User to supplement the general countdown in the Operation Requirements (OR). The countdown is used by support personnel during the operation.

Critical Item – A Category 1, 1S, or 2 single failure point (See NSTS 22206).

Critical Items List (CIL) – A listing comprised of all critical items, meeting the requirements of NSTS 22206, identified as a result of performing the Failure Modes and Effects Analysis (FMEA).

Criticality Level 1S – A single failure in a safety or hazard monitoring system that could cause the system to fail to detect, combat, or operate when needed during the existence of a hazardous condition and could result in loss of life or flight hardware.

Customer – Anyone who receives a service or product from this contract.

Customer Fund Source – A unique category of funding associated with a specific customer.

Customer Owned And Maintained (COAM) – A system or application built, operated, maintained, and/or managed by a KSC Government or contractor organization, outside of the IMCS contract.

Customer Managed Network – A computer network built, operated, maintained, and/or managed by a KSC Government or contractor organization, outside of the existing KNET institutional network system.

Damage Assessment and Recovery Team (DART) – A team of personnel called in to assist the Hurricane Ride-Out Team and continue the recovery effort, bring up infrastructure, establish operations, and open KSC/CCAFS after a hurricane has passed. The team consists of personnel with trades and skills necessary to restore the infrastructure, relieve existing Ride-Out Team, perform damage assessment, and sustain the recovery effort. It also includes managers of critical facilities or high-value mission critical equipment necessary for immediate operations.

Data Center – A central facility that contains a number of computers that host IT applications. Typically, this type of facility has redundant power, air conditioning, and network connections. At KSC, the data center currently only has limited redundancy.

Data Requirement Description – A detailed description of a required data item including purpose, content, format, references, maintenance requirements, submittal requirements, and other pertinent information.

Demarcation – KSC shared interface with internal or external customers.

Design Review – Review of a configuration end-item's actual design to ensure that the design satisfies the authorized configuration requirements before design release for procurement and implementation commitments.

Development – The process whereby new hardware and software capability is introduced into a system. Development encompasses those activities required to create new systems or enhance existing systems beyond their as-built capabilities and performance. It includes the functions of product design, product fabrication or programming, product specification testing and acceptance, and product integration and test.

Disaster Recovery – Is the process of regaining access to the data, hardware, and software necessary to resume critical business operations as expeditiously as possible after natural or human-induced disaster.

Documentation – This definition contains typical functions associated with the preparation of technical documents. This information is available in both a hard copy and electronic format and complies with the policies and requirements set forth by NASA. These functions include:

(a) Configuration control of document changes.

(b) Record and provide change processing and implementation status of services.

(c) Providing technical reports and requirements documents.

(d) Providing design documents.

(e) Providing system configuration documents.

(f) Providing technical plans and procedures.

(g) Storing technical documentation.

(h) Providing documentation services for Government generated documents.

Efficiencies – Processes, techniques, or approaches that meet the requirements defined by the contract terms and conditions, and the PWS while requiring fewer resources than currently expended.

Engineering Imagery Acquisition Disposition Document (EIADD) – A plan that details how the contractor will support each program imaging requirement.

Electronic Security System (ESS) – The system that manages the surveillance, access control, and alarm systems for KSC facilities.

End-to-End – Used to delineate the boundaries of a system. In the context of this contract, end-to-end means the two-way path from the spacecraft to the ground antenna through the ground systems, the communications systems, to the user system, such as a control center or payload processing facility.

End-to-End Testing – The testing, in an operational environment, to ensure that data flows from each one end to the other end of a defined end-to-end system and meets documented performance and data flow and data accuracy requirements and data interface agreements.

Enhancements – Processes, techniques, or approaches which are over and above the requirements defined by the contract terms and conditions, and the PWS.

Excess – A classification assigned to Government property for which there is no requirement at a particular operational level.

Facility – The location where various mission services, data services, and Center unique services are performed.

Failure Modes and Effect Analysis (FMEA) – The analysis of the potential failure modes in a system to determine effects on system operation, personnel safety, and flight hardware; and to classify each failure mode according to severity.

First Level Troubleshooting – Receipt of trouble calls, problem isolation and resolution of minor problems (e.g., lost password, software question), dispatch of problem reports to the proper maintenance agency, and customer follow-up.

Foreign Object Debris (FOD) – Any item in an environment that does not belong. Examples include any item at the Pad that has the potential to be liberated during launch and strike the vehicle, and in a communications room, FOD includes trash, wire scraps, excess material, etc.

Functional Area – The organization having responsibility for the actual performance of a given service, whether it is performed in-house or by contract.

Geographic Information System (GIS) – A computerized relational database management system for capture, storage, retrieval, analysis, and display of spatial (locationally defined) data. GIS software applications allow users to develop linkages between graphical and non-graphical data.

Government Off-the Shelf (GOTS) Software – Software typically developed by or for a Government Agency. This software is delivered to the contractor for installation on equipment; however, the contractor does not have sustaining responsibility the software.

Government-Furnished Equipment (GFE) – Equipment or property in the possession of, or directly acquired by, the Government and subsequently made available to the contractor. This includes all property or equipment owned by or leased to the Government, acquired by the Government, or acquired with Government funds.

Government-Industry Data Exchange Program (GIDEP) – A cooperative effort to exchange research, development, design, testing, acquisition, and logistics information among Government and industry participants. GIDEP is used to notify participants of actual or potential problems on discrete parts, components, materials, manufacturing processes, test equipment, or safety conditions. It includes the use of ALERT and SAFE-ALERT Reports.

Hazard – The presence of a potential risk situation whereby environment, personnel errors, design characteristics, procedural deficiencies, or subsystem malfunctions may result in loss of personnel capability, loss of system, or loss of life. (See NSTS 5300.4)

Hazardous Operation (Hazardous Tasks) – Any operation involving activities that could result in exposure/injury/loss of life to operating personnel and/or damage to systems/equipment or have an environmental impact.

Home Run Wiring – A wiring technique in which wires are connected to a single termination point run directly to a central location without connecting to intermediate points.

In-Family – Term for classifying work to be performed by the contractor that does not need Government technical approval prior to implementation. In-family work is routine and repetitive in nature. It is normally associated with a provisioning of a standard service.

In-Family / Out-of-Family Classification - A form of configuration control that allows NASA technical authority to approve work steps in a work order prior to contractor implementation.

Integration – The addition of a hardware, firmware or software product to an existing system, subsystem, assembly or subassembly.

Interface – The point or area where a relationship exists between two or more parts, systems, programs, functions, persons, or procedures where physical and/or functional compatibility is required.

Kennedy Metropolitan Area Network (KMAN) – A network composed of primary and secondary Gigabit switches that provides redundant inter-facility high speed connectivity for internal routers.

KSC Integrated Control Schedule (KICS) – The implementing schedule for Shuttle operations. Published Monday through Friday (weekends as required) in a 96-hour/11-day format to include, but not be limited to, all work in the following categories: hazardous tasks, current and near term flow critical path activities, tasks requiring non-dedicated support, tasks requiring Launch Processing System (LPS) support, and management visibility items as specified by NASA management.

Launch Scrub – A failed launch attempt or launch delay, which occurs after the Range terminal count (launch minus 360 minutes) is initiated. The duration of the delay is not considered, one change of date is considered one scrub, regardless of the delay.

Launch Slip – A change in launch date, which occurs prior to the initiation of the Range terminal count.

Life-Cycle Costs – A form of economic analysis that considers the total cost of owning, operating, and maintaining a building over its useful life. Life-cycle costs are the sum of the present value of the following: investment costs, less salvage value, at the end of the study period; non-fuel operation and maintenance costs; replacement costs, less salvage costs, of the replaced building systems; and energy costs.

Lockout – The placement of a device in accordance with an established procedure to ensure the equipment being controlled cannot be operated until the device is removed.

Logistics – This definition contains typical functions associated with the provision of logistics support used to deliver services listed in the statement of work.

Maintenance – Actions taken to ensure system longevity of assets used to deliver the services in the statement of work.

Maintenance Agreement – An agreement with an outside service provider to repair or replace a system, components, or software. Maintenance agreements may include upgrades, system monitoring, and/or technical support.

Maintainability – The measure of the ability of an item to be retained in, or restored to, a specified condition when the maintenance is performed by personnel having specified skill levels, using prescribed procedures and resources, at each prescribed level of maintenance and repair. A characteristic of design that permits hardware to be serviced, inspected, and repaired with a minimum expenditure of maintenance resources.

Material – Property that may be consumed or expended during the performance of a contract, component parts of a higher assembly, or items that lose their individual identity through incorporation into an end-item. Material does not include equipment, special tooling, and special test equipment. (See FAR 45.101)

Material Safety Data Sheet (MSDS) – Written or printed material that provides the health and safety information about a specific item; i.e., chemical composition, physical properties, fire and explosion hazards, health hazards, reactivity data, spill or leak procedures, occupational protective measures, special precautions, and transportation data. As a minimum, contains all information required by the Occupational Safety and Health Administration (OSHA).

Mishap – An unplanned event involving (or potentially involving) injury or death to persons, damage to or loss of property or equipment, or mission failure; categorized (in accordance with NPR 8621.1) as follows:

(a) **Close Call.** An undesirable and unexpected event resulting in no personal injury or illness, personal injury or illness requiring only first aid, and/or minor damage (of less than $1,000) but with potential for causing a more serious mishap (see below) or negative mission impact.

(b) **Type A Mishap.** A mishap causing death, hospitalization (within 30 days from the same mishap) of three or more persons for other than observation, and/or damage to equipment or property resulting in a loss of $1,000,000 or more*.

(c) **Type B Mishap.** A mishap resulting in permanent disability to one or more persons, inpatient hospitalization of one or two persons, and/or property damage or mission failure resulting in a loss of $250,000 or more but less than $1,000,000*.

(d) **Type C Mishap.** A mishap causing occupational injury or illness that results in a case involving day(s) away from work and/or damage to equipment or property or mission failure resulting in loss of $25,000 or more but less than $250,000*.

(e) **Type D Mishap.** A mishap consisting of personal injury requiring medical treatment of more than first aid but without any property damage or mission failure costing $1,000 or more but less than $25,000. (Personal occupational hearing loss in excess of 25 decibels in either ear is classified as an incident.)

* Mishaps resulting in damage to aircraft, space hardware, or ground support equipment that meet these criteria are included, as are test failures in which the damage was unanticipated.

Moves, Adds or Changes (MAC) – A Request to move, add to or change a service. It is a type of work order.

National Institute of Standards and Technology (NIST) – An organizational element of the Department of Commerce (DOC) responsible for custody, maintenance, and development of the national standards of measurement and provision of the means and methods for making measurements consistent with those standards.

Network Interface – The point of demarcation for outbound data (e.g., telemetry data), between a tracking complex and the NASA Integrated Services Network (NISN). Also the point of demarcation for inbound data (e.g., command data) between the user and NISN.

NISN Service Request (NSR) – a Request for Service initiates the NISN to provide a service that was forecasted in the PSCRD.

Nominal Support Requirement – The nominal timeframe in which IMCS personnel are expected to provide active, live support for services.

Office of Primary Responsibility (OPR) – An organization with overall responsibility for the development of, and subsequent changes to, designated documents.

On-Time Launch – A launch, which takes place within the established launch window on the date published on the Range schedule.

Operations Analysis – This definition contains typical functions associated with the assessment of the current performance of the ground systems and the impacts of additional loading to those services as listed in the statement of work. These functions include:

(a) End-to-end system performance monitoring, recommending appropriate changes to eliminate potential system bottlenecks and overloads; and short-term and long-term trend analysis.

(b) Risk analysis and management.

(c) Assessment of technical, schedule, and cost factors involved with the operation of systems.

(d) Analysis and evaluation of tracking resource, spacecraft, and telecommunications parameters and recommending ground system configurations to improve link margins.

(e) System operability and review of operation procedures, recommending or effecting changes to minimize data, voice, or video outages.

Operations Directive (OD) – The OD is prepared by 45 SW according to 45 SWI 99-101 and UDS Handbook and is the official support that will be provided the Range User to meet the requirements of the OR. The OD provides (1) a basis for test scheduling, (2) a commitment of Range support, (3) support operating instructions, and (4) a briefing document for supervisory persons.

Operations Directive Annex – The OD annex is prepared by the 45 SW and is the official 45 SW response to the OR annex. The OD annex is a complete detailed description of the support that will be provided the Range User to meet the requirements in the OR annex.

Operations Requirements (OR) – The OR is prepared by the Range User as outlined in 45 SWI 99-101 and is a complete detailed description of the requirements necessary to accomplish a specific test or series of tests in the program described in the PRD. When support is required from another Range, the appropriate number of copies is added to the distribution page of the OR by the Program Support Management Division.

Operations Requirements Annex – The OR annex is prepared by the Range User and is a complete detailed description of the requirements necessary to accomplish a subsystem test or a special minor test related to the overall test in the OR. Reference to the OR may be made in the annex. An annex may not refer to another annex. The OR annex may be submitted with the OR at any time subsequent to submission of the OR.

Operations Requirements Extract (ORE) – The ORE is prepared by the 45 SW and is a complete detailed description of the requirements in the OR to be supported by another national or service Range.

Out-of-Family – Term for classifying work to be performed by the contractor that requires Government technical approval prior to implementation. Out-of-family work is any changes that affect the system baseline design and/or system architecture. An architecture change is the addition of new capability, change in system topology, system modification, or system software change. Changes in topology include first-time provision of a standard service to a facility. Out-of-Family is not synonymous with Task Orders. Out-of Family work may be associated with baseline content or may require a Task Order.

Performance Work Statement (PWS) – The performance-based description of tasks or services to be performed and/or end products to be delivered by the contractor. The PWS also defines facilities, property, and support to be provided to the contractor by the Government.

Photo Acquisition Disposition Document (PADD) – A plan that identifies all requirements and provides internal instructions with regard to planning and executing multimedia imaging support for DoD/USAF.

Primitive Process – The lowest level process in a functional decomposition. It typically represents a single window, dialogue, screen, report, data field, or batch process.

Program Planning, Budget and Execution (PPBE) Plan – An annual plan developed by the Government, which provides budget and workforce estimates, along with an outline of the work on which the estimates are based. Generally the plan covers the succeeding five years with the first year having a monthly cost phasing plan and the remaining four years having only annual estimates.

Program Requirements Document (PRD) – The PRD is a detailed description of technical and administrative operating requirements desired from support organizations. PRDs document specific support requirements and not procedures or implementation actions. There are multiple PRDs in use at KSC and CCAFS.

Program Support Plan (PSP) – The PSP is prepared by the 45 SW according to the UDS Handbook, Document 501-89, and 45 SWI 99-101, and is the official response to the PRD. The PSP outlines the planned support that will be provided the Range User to meet the requirements in the PRD.

Project Manager (PM) – The Government technical representative having overall responsibility for budgeting for and funding contract support, defining technical requirements, identifying priorities, and providing this information to the CO. The contractor's counterpart is responsible for the overall management and coordination of the contract and acts as the central point of contact for the Government.

Property Administrator (PA) – An appointed representative of the CO authorized to administer contract provisions pertaining to Government property.

Property Control Program – The contractor's written policies and procedures for controlling each type of Government asset in its possession in accordance with FAR Part 45 and the provisions of the contract.

Quality Assurance (QA) – A planned and systematic pattern of all actions necessary to provide confidence that adequate technical requirements are established; products and services conform to established technical requirements; and satisfactory performance is achieved.

Quality Control (QC) – Those actions taken by a contractor to control the production of outputs to ensure that they conform to the contract requirements of timeliness, accuracy, appearance, completeness, consistency, and conformity to appropriate standards and specifications.

Range Users – Elements of the Department of Defense (DoD), other federal agencies, or civilian organizations authorized to use Range resources.

Real Time – An event, test, task, operation, etc. is underway at the present time rather than at some point in the future.

Requirements Document – A document that specifies the requirements that are to be met.

Risk - The probability, severity, and uncertainties of experiencing an undesired event.

Risk Assessment – An engineering and operational analysis which identifies risks, failure modes, and potential hazards.

Root Cause – A fundamental deficiency that results in a nonconformance and must be corrected to prevent recurrence of the same or a similar nonconformance.

Rough Order of Magnitude (ROM) – An estimate of the level of effort required to accomplish a configuration change or a project or task(s) based on minimal available data.

Safety – Freedom from those conditions that could cause injury to, or the death of, personnel and/or damage to, or the loss of, equipment or property.

Scheduling – This definition contains typical functions associated with the commitment of resources. These functions include:

(a) Scheduling of resources needed to provide a service.

(b) Providing notification to customers of service availability and providing resolution of any conflicts.

(c) Maintain schedule and resource utilization history databases.

Sensitive Information – Unclassified information that requires protection due to the risk and magnitude of loss or harm that could result from the inadvertent or deliberate disclosure, alteration, or destruction of information. This includes information for which improper use or disclosure could adversely affect the ability of an agency to accomplish its mission, proprietary information, records about individuals requiring protection under the Privacy Act, and information not releasable under the Freedom of Information Act. This is not the same as the National Security Agency (NSA) term "Sensitive, But Unclassified Information."

Service – The performance of all activities necessary to deliver customer products.

Service Request – A customer request for a service.

SpecsIntact (Specifications-Kept-Intact) – An automated specification processing system that uses standard master guide specifications for the preparation of facility construction project specifications.

Standards and Limits – The upper and lower bounds of the system configuration and system performance parameters.

State-of-the-shelf – Technology items that are proven and readily available for purchase. Generally these items are considered mainstream versus state-of-the-art.

Subcontractor – A company that provides on-site labor to support to the prime contractor to meet the requirements of the PWS.

Subsystem – A collection of hardware, software and procedures, which perform an identifiable task in support of one or more systems.

Supervisory Control and Data Acquisition (SCADA) – SCADA systems are generally used to perform data collection and control at a higher level. Some SCADA systems only monitor without doing control, these systems are still referred to as SCADA systems. An example would be a system that monitors equipment room parameters such as

temperature, under floor water, or power and initiates an action or auto-dials phone numbers when preset limits are exceeded.

Support Products – Sets of data containing time-ordered parameters used to configure link equipment. These data sets consist of telemetry, radiometric, antenna pointing, and command parameters. Support products also include software support files containing project files, configuration files, site unique files, and equipment setup tables.

Surveillance Plan – The plan defining the process, reviews, and documentation used to monitor technical performance metrics and to report the cause, impact, and corrective action required to resolve variations from contracted technical performance.

Sustaining Engineering – Sustaining engineering includes changes and modifications to systems to provide additional service capacity, add features to software, reduce operational risk, replace obsolete hardware and software, or consolidate services

System – Any combination of components, assemblies, or sets joined together to perform a specific operational function(s).

System Assurance Analysis (SAA) – An integrated reliability and safety analysis that combines criticality assessment, Failure Modes and Effects Analysis (FMEA), Single Failure Point Analysis (SFPA), Critical Items List (CIL), and Hazard Analysis (HA) into one document.

Systems Engineering – Systems engineering is the management of engineering processes to ensure end-to-end integration and improve service delivery

System Maintainability – The implementation of a design which improves the identification of a failure and eases the replacement of the faulty assembly.

System Operability – The implementation of the human-machine interface, which minimizes operator errors and equipment setup time.

Tagout – The placement of a device in accordance with an established procedure to ensure the equipment being controlled cannot be operated until the device is removed

Test Team – A collection of personnel communicating via OIS, telephones, and radios to accomplish a processing, launch, or landing function. There are test teams at KSC, JSC, GSFC, MSFC, MILA, and CCAFS.

Testing – The process by which the presence, quality, performance or genuineness is determined

Tool – Hardware, firmware or software that serves as an aid to accomplishing a task.

Training – This definition contains typical functions associated with ensuring the preparation of personnel to perform the functions necessary to provide the services as listed in the statement of work. These functions include:

(a) Customer training on applications or services.

(b) Certification of personnel on operational consoles.

(c) Maintenance and operations training.

(d) Mission-specific training.

Universal Documentation System (UDS) – The Range Commanders' Council (RCC) Handbook 501-89 describes mandatory documentation to be used by the National Ranges and their users. The system provides a formal, common method of language and format for stating requirements and preparing support responses. The UDS encompasses documentation generated by user agencies, which state program, mission or test requirements and those response documents generated by the support agencies to define the support to be provided.

Validation Testing – The testing of a newly developed or modified asset (system, subsystem, assembly, subassembly or lowest replaceable element) to ensure that all requirements of the specification have been met. Additionally, this can mean testing done for an item to prove or certify that it is ready to support.

Vendor – A company which provides the prime contractor equipment, materials, supplies, or maintenance agreements to support the requirements of the PWS.

Verification Testing – The testing of a newly developed or modified asset (system, subsystem, assembly, subassembly or lowest replaceable element), to ensure that of the asset conforms to the specification.

Verify – To confirm the accomplishment of an operation, either by witnessing the actual operation or by inspecting the completed operation, depending on the nature of the work being performed.

Waiver/Deviation – Granted use or acceptance of an article that does not meet specified requirements. A waiver is given or authorized after the fact; a deviation is given or authorized before the fact.

War Driving – The act of searching for wireless network access points by a person moving throughout a building (or in a moving vehicle to cover larger areas) using a Wi-Fi equipped computer to detect the signals.

Work Year Equivalents (WYE) – The average productive hours a contractor employee is available to work during a year, not including holidays, paid leave, or overtime.